

June 25-26, 2001

Significant discussion of issues such as financial and administrative accountability, as well as, health and program accountability within the context of the total environment in which the Agency is operating, served as a platform for development of a list of Priority Issues for the Indian Health Service. Six Priority Issues were chosen from a list of recurring themes in the discussions. The Priority Issues will be addressed in the next 12-18 months. A liaison for each Priority Issue was elected from the leadership. The Priority Issues, along with the liaison, key points, and some of the key staff for each issue are identified as follows:

Liaison: Cliff Wiggins

- Fund Information Technology as recommended by the ISAC.
 - Review and adapt ISAC plan as needed.
 - Assure data for GPRA reporting.
 - Assure data for health management and decision-making.
- Clean up user count to instill confidence and assure accuracy of data.
 - Eliminate duplication.
 - Review/revise current policies as needed.
 - Find agreement on an “Individual Identifier”.
 - Principle: No user data, no new funding as a requirement to participate.
- Include ISAC, OPH, and HCFA.

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- Develop strategic plan to identify strengths, weaknesses, opportunities, and threats to increase contributions. Incorporate alternatives and recommendations.
- Target DHHS Partners.
 - Consider what the ITU has to offer in potential partnerships.
 - Review Title VI Report to understand what DHHS currently funds in Indian country.
 - Identify other potential sources being proposed by the Administration (i.e. Faith Based Organizations, Expansion of CHSs, NIH Budget Increase).
 - Consider legislation targeted at maximizing opportunities in DHHS Agencies.
- Target Other Partners Including Private Sector Contributors and Other Federal Agencies.
 - Facilitate contact between Tribes and Urban programs and private-sector contributors.
 - Identify a key subset of those with shared vision and missions.
 - Position ITU as credible partners.
 - Seek support for better data on/for AI/AN.
 - Educate contributors about ITU system and credibility of Tribes and Urban programs.
- Include Mike Lincoln, Leo Nolan, and Friends of Indian Health Service.

Priority Issue #3 Increase Collections**Liaison: Taylor Satala**

- Automate systems for collections to include electronic billing, claims processing, eligibility, and accounts receivable.
- Expand partnership with Center for Medicare and Medicaid Services to benefit from demonstration projects and to improve list of eligibles (ie electronic transfer of patient information without going through 3rd party and demo projects to include relationship with state agencies for capitation).
- Increase enrollment and increase tribal understanding and orientation of what M/M income does for the service unit.
- Increase managed care and business office orientation and training and orientation for providers and other appropriate staff.
- Work with self-insured Tribes to pursue opportunities to bill for services for their members.
- Address compliance issues, such as HIPPA.
- Include Jim Toya, John Hubbard, Elmer Brewster, and Rus Pittman.

Priority Issue #4 Re-Design Financial System**Liaison: Luana Reyes**

- Define essential financial management reports.
- Determine desired frequency for the reports.
- Utilize reports for priority setting and correcting deficiencies for clean audits.
- Assign responsibility.
- Provide financial accountability training for SES and PAS staff.
- Include Duane Jeanotte, Lovell Hopper, Bob McSwain, and NCEO.

Priority Issue #5 Improve Human Capital**Liaison: Pete Conway**

- Assess competencies.
 - Set professionalism as standard (including the understanding of using quantitative methods).
- Increase investment in training.
 - Provide training to staff that assures that staff is prepared to assume professional leadership in organization.
 - Invest in non-technical and technical training that builds capabilities of individuals and organization.
- Provide competitive compensation packages.
 - Seek OPM changes in pay and grade to support professionalism.
- Improve employee satisfaction focus of HR.
- Include Phyllis Eddy, Darrell Pratt, Robert Pittman, and Donna Huber.

Priority Issue #6 Simplify Consultation**Liaison: Bruce Bad Moccasin**

- Review/revise (if necessary) Agency consultation policy and consistency in application throughout the IHS.
- Identify an Agency position regarding costs of consultation.

- Provide recommendations for new Advisory Board, with clarification of roles for all major groups, such as NIHB and TSGAC.
- Provide plans for reducing and consolidating the number of national and area consultation meetings.
- Include Paula Williams, Doug Black, Kathy Annette, and Chuck Grim.